

## Procedural Instructions: When MiTEAM Fidelity Data Cannot Be Entered

**There may be times that a supervisor is unable to enter data, for a specific worker or at all, into the MiTEAM Fidelity Web Application for a quarter.**

### Why Might This Occur?

Some reasons that data may be unable to be entered may include:

- There was a change/update in MiSACWIS user information that will not be reflected in the MiTEAM Fidelity Web Application until the following quarter.
- The supervisor completed the MiTEAM Fidelity Tool but did not enter the data and certify in the MiTEAM Fidelity Web Application before 11:59PM on the last day of the quarter.
- There is a gap of time between an issue arising and the resolution to the issue being in affect.
- An issue arises and the resolution is not yet known.
- All cases on a worker's caseload have been previously reviewed with a MiTEAM Fidelity Tool while they were the primary worker on those cases.

Please refer to Troubleshooting Job Aids to try and resolve these issues as quickly as possible.

### What Do I Do?

There is no one-size-fits-all solution to this problem. A county/agency/district has the discretion to determine the best way to handle these situations. **If you are a supervisor/worker**, please refer to your local management team to determine how your county/agency/district has chosen to handle these situations. **If you are part of the local management team**, some questions, benefits, challenges, and things to consider are listed below.

#### 1. **Does your county/agency/district want to complete paper versions of the MiTEAM Fidelity Tool when they are unable to enter data into the MiTEAM Fidelity Web Application?**

Benefits: Completing paper versions of the tool prevents a gap in experience of the MiTEAM Fidelity Tool and also ensures a continued focus on quality despite the data not being able to be entered. The supervisor can coach and mentor around the MiTEAM Fidelity Tool results even if the data will not be reflected in the MiTEAM Fidelity Web Application.

Challenges: It will require having answers to additional questions around what to do with the paper tools and how they will be used after they are completed. Remember that data not entered in the MiTEAM Fidelity Web Application will not be reflected in the MiTEAM Fidelity Data Reports generated by the MiTEAM Fidelity Web Application.

#### Things to consider:

If your county/agency/district decides to have paper MiTEAM Fidelity Tools completed in these situations, consider the following:

- How will supervisors choose which case to complete the paper-version of the MiTEAM Fidelity Tool on?
- Will completed, paper-versions of the MiTEAM Fidelity Tool be submitted?
  - If yes, to who? Will it be to management, to a sub-team, someone different?
  - If no, how will you message the purpose for completing the tool if it is not being submitted?

- Will there be a local plan to calculate the data from the paper tools?
  - If yes, how will this occur and who will be responsible?
  - If no, how will you message the purpose for completing the tool if the data will not be used?

## **2. Does your county/agency/district want to create a local plan for when these situations occur?**

Benefits: Having a local plan developed in advance for these situations can prevent confusion and frustration if/when these situations arise. It can also prevent and/or minimize loss of momentum and motivation around the MiTEAM Fidelity Tool process overall.

Challenges: Creating a local plan that is going to make sense for your county/agency/district and maintain the integrity of the MiTEAM Fidelity Tool process.

### Things to consider:

If your county/agency/district decides to create a local plan for these situations, consider the following:

- How might size and turnover rate impact the frequency of these situations occurring?
- How will supervisors be supported and encouraged to complete and enter MiTEAM Fidelity Data on time?
- How quickly do you currently update MiSACWIS information when changes/updates occur?
- Will there be a general plan for how to handle this if it occurs?
- Will there be situation-specific plans if/when/as they arise?

## **3. How will your county/agency/district track and adjust how well these situations are being handled if/when they arise?**

- Who is, or who will be, responsible for ensuring that MiSACWIS updates/changes occur ASAP when a change/update is required?
- If you made a local plan for these situations, how will you know if it is working for your county/agency/district?
- If you didn't make a local plan, how will you know if these situations are negatively impacting the overall purpose and intent of the MiTEAM Fidelity Tool?

**For general information about guiding practice through MiTEAM Fidelity data, please see the “Guiding Practice through MiTEAM Fidelity Data” section on pages 9-11 of the MiTEAM Fidelity Guide.**